

Past Performance Questionnaire

You have been identified as a past performance reference for the contractor indicated in Block 1 below for the contract indicated in Block 2 below. This contractor is proposing on a U.S. Patent and Trademark Office (USPTO) acquisition for USPTO's Mail Center Services. We value your input and appreciate greatly your willingness to thoughtfully complete this questionnaire.

Please complete the questionnaire and return it via fax to (703)-305-8294 within the next two weeks. If you have questions, please contact our Contracting Officer, Mr. Chris Hannah, at (703)-305-8563.

Please note the following regarding the confidentiality of your assessment:

By law, the Government will not disclose the names of individuals providing reference information during discussions with the contractor identified in Block 1 below.

Block 1. Contractor Name:
Block 2. Contract Name/Identifier:

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS QUESTIONNAIRE IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.

CUSTOMER ORGANIZATION
NAME AND ADDRESS

CONTRACT AWARD DATE
CONTRACT COMPLETION DATE

Evaluator's Printed Name

Title/Role (e.g., Program Manager, Contracting Officer)

Evaluator's Signature

Date

Phone

Instructions

Next to each of the questions you will find the following choices:

Excellent – The offerors past performance has been outstanding. The offeror has exceeded the performance requirements of the contract, on schedule, with little or no Government assistance.

Good – The offerors past performance under prior contracts has been commendable. The offeror met, and sometimes exceeded the performance requirements of the contract with some Government assistance.

Acceptable – The offerors past performance under prior contracts has been adequate. The offeror met the performance requirements of the contract but needed considerable Government supervision and assistance to do this.

Unacceptable – The offerors past performance under prior contracts has been poor. The offeror failed to meet minimum performance requirements of the contract.

Not Applicable – The offeror was not required to perform in this area on this contract.

Please check the column that, in your judgment, most appropriately reflects your experience with this contractor. You may use the supplemental information section of the questionnaire to more fully discuss any of the questions, making sure to identify your comments with the appropriate question number.

Contract Information

Contractor/Division: _____

Program Title: _____

Contract Number: _____

Period of Performance: _____

Type of Contract: _____

Type of mail services work contractor performed for you on this contract. Check all that apply.

<input type="checkbox"/>	At least 10 million pieces of mail per year.
<input type="checkbox"/>	Providing mail service to multiple buildings.
<input type="checkbox"/>	Scheduling and operating vehicles appropriate for mail service to multiple locations.
<input type="checkbox"/>	Emphasis on incoming certified and registered mail-at least 27,000 pieces per year.

CUSTOMER SATISFACTION	Excellent	Good	Acceptable	Unacceptable	NA
1. Customer expectation(s)/requirements met					
2. Committed resources as necessary to resolve customer problems					
3. Project goals and objectives met					
4. Timely notification to government of problems					

PERSONNEL	Excellent	Good	Acceptable	Unacceptable	NA
5. Rate the contractor's ability to recruit, screen, assign responsibility, train and retain staff					
6. Assess the contractor's ability to select, retain, support, and replace key personnel					

MANAGEMENT	Excellent	Good	Acceptable	Unacceptable	NA
7. Responded to unexpected changes in scope or requirements					
8. Provided accurate and reasonable estimates of cost					
9. Adherence to contract/delivery schedules					
10. Timely submission of reports and documentation					
11. Timely and accurate problem reporting					
12. Provided effective subcontract management					

COST MANAGEMENT	Excellent	Good	Acceptable	Unacceptable	NA
13. Assess contractor's innovative actions that reduced overall mailing costs.					
14. Assess contractor's ability to provide accurate and reasonable estimates of cost.					

OVERALL EVALUATION	Excellent	Good	Acceptable	Unacceptable	NA
15. How would you rate the contractor's overall performance?					

QUESTION:

WOULD YOU AWARD ANOTHER CONTRACT TO THIS VENDOR/CONTRACTOR?

YES _____ **OR** **NO** _____

INDICATE REASONS FOR YOUR RESPONSE (additional comments may be attached)

Supplemental Information

[illegible]